

Superior Pharmacy Quick Reference Guide



General Information	
Superior HealthPlan has contracted Envolve Pharmacy Solutions as our Pharmacy Benefit Manager (PBM). The Texas Vendor Drug program supplies the Texas Medicaid Preferred Drug List (PDL) and Clinical Edit criteria that are utilized by Envolve Pharmacy Solutions.	
Find a pharmacy through Envolve Pharmacy Solutions pharmacy network online at https://www.SuperiorHealthPlan.com/members/medicaid/find-a-provider.html .	
Find details on the pharmacy program and Envolve Pharmacy Solutions at https://www.envolvehealth.com/pharmacy.html .	
Envolve Pharmacy Contact Information	Superior Pharmacy Contact Information
Resolution Help Desk Phone: 1-866-768-0468	Medicaid/CHIP Superior Pharmacy Department Phone: 1-800-218-7453, ext. 22080 Fax: 1-866-683-5631
Website https://www.envolvehealth.com/pharmacy.html	Medicare, Foster Care & STAR+PLUS Superior Pharmacy Department Phone: 1-800-218-7453, ext. 22272 Fax: 1-866-683-5631
Homescripts (Mail Order Services) Phone: 1-800-785-4197	Ambetter (Superior) Pharmacy Department Phone: 1-800-218-7453, ext. 22080 Fax: 1-866-683-5631
Prior Authorizations	
Prior Authorization (PA) forms are available electronically through the CoverMyMeds platform. CoverMyMeds is an easy and efficient way to complete PA requests and submit clinical information for further review by Envolve Pharmacy Solutions. For more information about Cover My Meds please contact Envolve Pharmacy Solutions at 1-866-399-0928.	
Durable Medical Equipment/Medical Supplies Covered Durable Medical Equipment (DME)/Medical Supplies may be obtained through a Superior HealthPlan participating provider. Superior DME Prior Authorization Department Phone: 1-800-218-7508, ext. 53227	Outpatient Medication Administration (Superior Pharmacy PA department) Prior Authorization Requests Please see above Pharmacy Department contacts by product.
Medicaid/CHIP Prior Authorization Requests: Phone: 1-866-399-0928 Fax: 1-866-399-0929	Appeal Requests (Superior PA Dept.) Toll Free: 1-877-398-9461, ext. 22168 Fax: 1-866-918-2266
Medicare Prior Authorization Requests: Envolve Pharmacy Solutions Medicare Exception Requests Phone: 1-866-399-0928 Fax: 1-877-941-0480	Medicare Part B Prior Authorization Requests: Phone: 1-800-218-7508 Fax: 1-877-808-9368
Ambetter Prior Authorization Requests: Phone: 1-877-725-7749 Fax: 1-866-399-0929	Envolve Pharmacy Solutions Peer-to-Peer: Phone: 1-866-399-0928 Peer-to-Peer for behavioral health drugs only: Phone: 1-866-349-5794

Superior Pharmacy Quick Reference Guide



Appeals

Medicaid:	Ambetter:	Medicare:
<p>Superior HealthPlan Attn: Appeals Coordinator 5900 E. Ben White Blvd. Austin, TX 78741</p> <p>Phone: 1-800-218-7453, ext. 22168 Fax: 1-866-918-2266</p>	<p>Superior HealthPlan Attn: Appeals Department 5900 E. Ben White Blvd. Austin, TX 78741</p> <p>Phone: 1-877-687-1196 Fax: 1-800-716-2036</p>	<p>Centene Corporation Attn: Grievances & Appeals Medicare Operations 7700 Forsyth Blvd Saint Louis, MO 63105</p> <p>Phone: 1-877-861-6724 Fax: 1-844-273-2671 Email: DSNPAPPEALSGRIEVANCES@CENTENE.COM</p>

Helpful Websites

- Prescription Drug Quantity Limits are posted on Superior's website, under Pharmacy Resources at <https://www.SuperiorHealthPlan.com/providers/resources/pharmacy.html>
- The Texas Medicaid Formulary is available via the Texas Vendor Drug Program Website. The formulary is regularly updated and posted by the VDP at www.txvendordrug.com
- The Texas Medicaid Prior Authorization Criteria is available via the Texas Vendor Drug Program website at <http://www.txvendordrug.com/dur/Criteria.shtml>
- A link to clinical criteria for non-preferred medications is available on the Superior website at <https://www.SuperiorHealthPlan.com/providers/resources/pharmacy.html>
- Clinical Edits are created by the Texas Vendor Drug Program. A direct link to all clinical edits currently used by Superior for Medicaid members is available under Pharmacy Resources at <https://www.SuperiorHealthPlan.com/providers/resources/pharmacy.html>
- The Ambetter Formulary is available at <https://Ambetter.SuperiorHealthPlan.com/provider-resources/pharmacy.html>
- The Medicare Advantage Formulary is available at <https://advantage.superiorhealthplan.com/prescription-drugs-formulary/formulary.html>
- The STAR+PLUS MMP Formulary is available at <https://mmp.superiorhealthplan.com/2017/prescription-drug-part-d.html>